

The purpose of the Hearing is to consider TWS's *Petition* filed on February 28, 2019, seeking approval of a Qualified Infrastructure Investment Program and an adjustment in its rates and charges. On August 30, 2019, a *Notice of Hearing* was issued notifying the public that the Hearing will be held at **9:00 a.m. CDT on Monday, September 9, 2019**, and if necessary, will

continue immediately following the conclusion of the Commission Conference scheduled to begin at 1:00 p.m. CDT. As was included in the notice, members of the public are encouraged to participate by filing written comments in the docket file and/or presenting verbal comments during the Hearing.

### **B. Opening Statements**

After any preliminary matters are considered, each party is permitted up to ten (10) minutes to present an opening statement. TWS will present its opening statement first, followed by the Consumer Advocate.

### **C. Witnesses**

During direct examination, a time limit has been established for each witness to summarize his/her pre-filed testimony. In addition, each witness should be advised that they remain subject to recall for rebuttal purposes and should remain available throughout the length of the proceedings. The witnesses and time limits are set forth below.

- TWS will present the following witnesses:
  1. Catherine Heigel, Interim President for TWS (10 minutes)
  2. Dante DeStefano, Financial Planning and Analysis Manager for TWS (15 minutes)
  3. Jared Deason, Regulatory Manager for Utilities, Inc.'s Florida Business Unit (10 minutes)
  4. J. Bryce Mendenhall, Vice President of Operations for TWS (10 minutes)
  5. Anthony Gray, Senior Financial and Regulatory Analyst for TWS (5 minutes)
- The Consumer Advocate will present one witness:
  1. William H. Novak, President , WHN Consulting (20 minutes)

#### **D. Exhibits**

The parties should exchange any demonstrative exhibits related to a witness's pre-filed testimony by **Noon on September 5, 2019**. Each party should have its own copy of all exhibits, including those appended to pre-filed testimony, available for reference during the Hearing, and is responsible for supplying a sufficient number of copies of any exhibits that it intends to reference or discuss with a witness. A party should use its own judgment and discretion in determining the total number of copies to have on hand, but at a minimum, copies of an exhibit should be provided to the court reporter, each Commissioner, Legal Staff, and each Commission Division Director. Delaying or interrupting the proceedings to make copies is disfavored and, in the discretion of the panel, may not be permitted.

Further, the parties should inform the Hearing Officer of any requests or requirements for visual display aids and technology that might be needed during the hearing. So that appropriate arrangements may be made, all such requests and information should be provided via email to the Hearing Officer at [monica.smith-ashford@tn.gov](mailto:monica.smith-ashford@tn.gov) by **September 5, 2019**.

#### **E. Examination of Witnesses and Questions by the Commission**

While re-direct examination of a witness is allowed, the parties are reminded that it is to be limited to matters elicited during cross-examination that require clarification. It is not appropriate to raise new issues during re-direct examination. Re-cross examination is not permitted except in the event that a new issue is raised during the immediately preceding re-direct examination. The Commission's Advisory Staff has the opportunity to ask questions following cross-examination, before re-direct examination. The parties should be aware that the Commissioners might ask questions at any time during a witness's testimony and after cross-examination.

**F. Closing Statements**

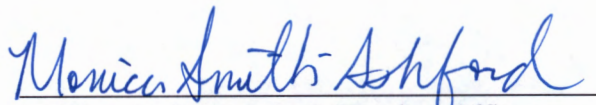
Each party is permitted a maximum of fifteen (15) minutes to present a closing statement. The Consumer Advocate will present its closing statement first, followed by TWS.

**G. Summary Outline of Hearing**

For the convenience of the presiding panel and the parties, a *Procedural Outline of Hearing* has been provided as Attachment A to this Order.

**IT IS SO ORDERED THAT:**

The Hearing scheduled to be held **on September 9, 2019 at 9:00 a.m. CDT** shall be conducted in accordance with the requirements and deadlines set forth in this Pre-Hearing Order unless otherwise ordered by the Chair or presiding Commissioner.

  
Monica Smith-Ashford, Hearing Officer

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

**IN RE:**

**PETITION OF TENNESSEE WATER SERVICE, INC.  
FOR ADJUSTMENT OF RATES AND CHARGES,  
APPROVAL OF A QUALIFIED INFRASTRUCTURE  
INVESTMENT PROGRAM, AND MODIFICATION TO  
CERTAIN TERMS AND CONDITIONS FOR THE  
PROVISION OF WATER SERVICE**

**DOCKET NO.  
19-00028**

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**PROCEDURAL OUTLINE OF HEARING**

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**Time/Date: September 9, 2019 at 9:00 a.m. (CDT)**

- **Location: Hearing Room G.201  
Andrew Jackson State Office Building  
500 Deaderick Street, Nashville, TN**

**Hearing on the Merits**

Hearing Convened by Vice Chair /Presiding Commissioner and Introductions

A. Preliminary Matters

B. Witness Testimony:

**TWS witness #1**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony

Cross-examination

Questions

Re-direct examination

Re-cross examination

**Catherine Heigel, Interim President for  
TWS**

Limited to 10 minutes

Consumer Advocate

TPUC Commissioners and/or Advisory Staff

TWS

(if requested & determined appropriate)

**TWS witness #2**

**Dante DeStefano, Financial Planning and Analysis Manager for TWS**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony

Limited to 15 minutes

Cross-examination

Consumer Advocate

Questions

TPUC Commissioners and/or Advisory Staff

Re-direct examination

TWS

Re-cross examination

(if requested & determined appropriate)

**TWS witness #3**

**Jared Deason, Regulatory Manager for Utilities, Inc.'s Florida Business Unit**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony

Limited to 10 minutes

Cross-examination

Consumer Advocate

Questions

TPUC Commissioners and/or Advisory Staff

Re-direct examination

TWS

Re-cross examination

(if requested & determined appropriate)

**TWS witness #4**

**J. Bryce Mendenhall, Vice President of Operations for TWS**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony

Limited to 10 minutes

Cross-examination

Consumer Advocate

Questions

TPUC Commissioners and/or Advisory Staff

Re-direct examination

TWS

Re-cross examination

(if requested & determined appropriate)

**TWS witness #5**

**Anthony Gray, Senior Financial and Regulatory Analyst for TWS**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony

Limited to 5 minutes

Cross-examination

Consumer Advocate

Questions	TPUC Commissioners and/or Advisory Staff
Re-direct examination	TWS
Re-cross examination	(if requested & determined appropriate)

**Consumer Advocate witness**

**Hal Novak, WHN Consulting**

- Oath Administered/Witness Sworn -

Summary of pre-filed testimony	Limited to 20 minutes
Cross-examination	TWS
Questions	TPUC Commissioners and/or Advisory Staff
Re-direct examination	Consumer Advocate
Re-cross examination	(if requested & determined appropriate)

C. Closing Statements (15 minutes each):

- 1) Consumer Advocate
- 2) TWS

D. Public Comment

E. Hearing Adjourned